

# Guaranteed Service Program



**FROZEN FOOD  
EXPRESS**

## Avoid Charge Backs!

- Day Definite Delivery on FFE Equipment
- Single Point of Contact
- Online Rate Quotes Available
- Real Time Shipment Tracking
- Monitored and Verifiable Cold Chain Information
- Existing Standing Appointments
- Weekly Delivery Schedules Nationwide
- Loads Monitored Daily
- On Time, Exception Free
- Improved OTIF Scorecard
- Web Based Appointment Confirmations
- 100% Money Back Guarantee

**A piece of mind for our customers with  
Guaranteed Service.**

(30% surcharge)

### How it works:

- Email your load information and delivery requirements to [guaranteed@ffex.net](mailto:guaranteed@ffex.net).
- The Guaranteed Department will confirm details, capacity, and serviceability with Origin & Destination service centers and customer.
- Order is placed in our system.
- The Guaranteed department will track shipment every step of the way from appointment scheduling to delivery to ensure our customers delivery requirements are met.



**Book your next Guaranteed shipment – [guaranteed@ffex.net](mailto:guaranteed@ffex.net)**

*Largest Temperature Controlled LTL Provider in the U.S. with 17 Temperature Controlled Fully Staffed Facilities*